

Affordable and easy to use corporate
video conferencing

User Manual

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Ta'Xbiex, Malta

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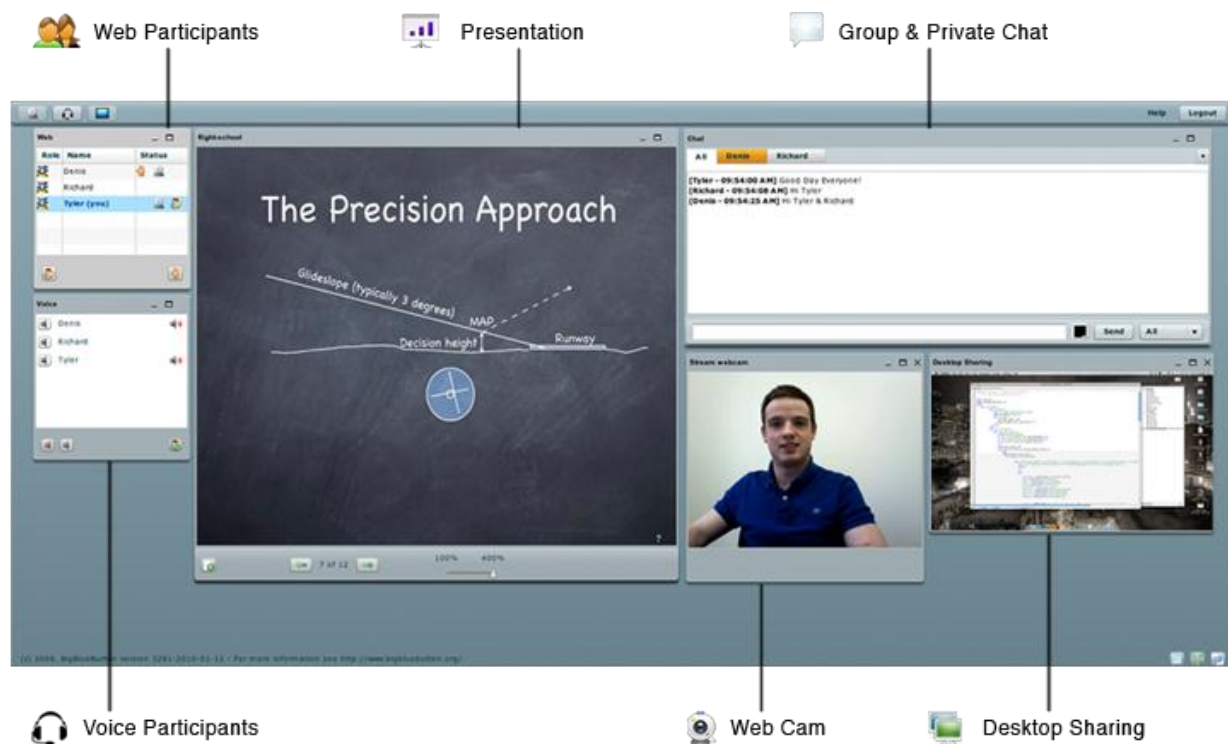
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General overview:

Today's technologies allows for high quality video conferencing. EB-Live is a customised solution developed by E-Business Systems for its corporate clients. Based on the internationally recognised open source project, Big Blue Button, EB-Live provides a user friendly approach to secure web-based corporate video conferencing services. This solution focuses on usability, modularity, and clean design -- both for the user and the developer. EB-Live is built by combining over fourteen open source components and integrating these to the EB platform and added value functionalities.

EB Live Capabilities

The following diagram gives an overview of the capabilities of EB-Live.



Roles

There are three user roles in EB Live: viewer, presenter, and moderator

Viewer: are users who have no authority within the conference; their primary role is to view the presentation as well as chat amongst other participants. In a training course environment, the viewer would be the students.

Presenter: has all the same capabilities as a participant, with the added features of uploading presentations and sharing their desktop.

Moderator: has all the capabilities as a participant, with the added features of uploading presentations and sharing their desktop.

Viewer

The following is the overview of the features for a participant.

Raise Your Hand

The Web Participants window lets you see all the users logged into the current session. Any user can raise their hand to get the attention of the presenter.

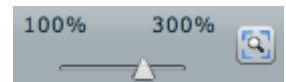


See all Participants

The Voice window shows all the users that are currently connected to the voice conference bridge, either by calling in directly or using the built-in voice over IP client.

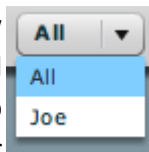
Watch presentations

The presentation window displays the current presentation. Participants can zoom in the presentation using the slider, as we navigated through the slides using the arrow button



Public and Private Chat

The Chat window enables all participants to conduct public or private chats



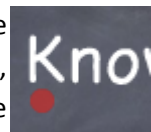
See each other

Share video over the web using a built or external webcam. Multiple participants and a presenter can be sharing their video simultaneously



See the Presenters cursor



Within the presentation window, viewers are able to see where the presenter is pointing to by the indication of a red circle



Presenter

The following is the overview of the features for a presenter

Share any PDF or Office documents

A presenter is able to   upload any PDF or Office document. You can upload multiple documents and switch between them during the presentation. All participants see the current slide as the presenter moves through their presentation.

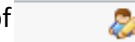
Mute or Eject Participants

You can and un-muting participants in the conference by clicking the icons located at the bottom left side of the module. You can also eject participants from the voice conference by clicking on their name and then clicking the eject button




You are the Presenter

Users with the **Status** role of presenter appear with a presenter icon next to their name.



Share your Desktop

As a presenter you have  the capability of sharing your desktop with others in the conference. When you share your desktop, BigBlueButton will launch a Java Applet that asks for your permissions to run. You have the option of sharing a portion of your desktop or the entire screen.

Moderator

The following is the overview of the features for a moderator

Make a presenter

As a moderator you make anyone (including yourself) a presenter by clicking the participants name and then clicking on the presenter icon.



Competitive Advantages to EB Live

The fixed cost structure of the EB-Live solution provides a cost effective solution that can be budgeted for and controlled in accordance with usage. The scalability of the solution ensures that corporate users get maximum value from their EB-Live subscriptions which allow for multiple person real time conference calls handling up to 20 persons simultaneously.

Video conferencing accessibility is universal by allowing anywhere anytime access.

Improved internal communications since EB-Live allows for daily management or staff meetings to be held without the need of having participants convene in a meeting room..

Customer care through added value services. One of the main benefits of the EB Live is that it allows for corporate users to deal with client enquiries more effectively. It allows for easy creation of conference calls with multiple specialists to support client request.

Installation / Support: The system can be monitored and controlled remotely using any web browser, and EBS will provide support in system usage.

Deployment Time: The EB Live system does not depend on any third party integration. All that is required is a link to the system and the issue of the relevant user names and access codes to entitle the users to the level of service purchased. Service is usually provided within two working days from receipt of payment for services.

This document does not constitute a proposal. It serves as an overview to the EB-Live solution. A customised proposal with relevant terms and conditions will be provided to meet with specific customer requirements.

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How to use EBLive:

Creating a conference

- a. Click on create a new conference see figure 1



Figure 1

- b. As per figure 2 below you need to carry out the following step one by one:
- i. **Set conference name:** give you conference a name but note that this conference name can't have any spaces, we also suggest you give the conference a unique name.
 - ii. **Set moderator password:** this password will give any users logging on full control to your video conference session, we suggest only one person is a moderator.
 - iii. **Set attendee password:** this password will be standard for all invited members and give them limited control to the video conference, they can follow more than lead the conference.
 - iv. **When would you like to launch the conference:** this feature allows you to launch the conference now or else to book one in advance, keep in mind if any conference is booked automated emails are sent out to all participants prior to the conference and when it starts.
 - v. **Launch time:** allows you to set the time when the conference starts. Our servers are set to CET time therefore any conferences that take place outside this time zone need to accommodate for the zone difference.
 - vi. **Record Conference:** this feature allows your conference to be recorded, the recording is currently of the audio, chat and presentation area, to see how to access your recording click here.
 - vii. **Adding recipients:** the system currently handles up to 10 users, therefore you can invite 9 other people besides yourself.

- viii. To add a user you can use the address details as per figure 3, you need to give the name and surname of the person you want to invite and finally a valid email address.
- ix. You can also add users to your favourites lists, then it's just a simple case of adding them to the meeting see figure 4.
- x. To add from your favourites list to you meeting list, click on the favourites button seen in figure 4 and you list will load as per figure 5, once on, you can see you list, pick which users by clicking on the tick boxes and add to the meeting by clicking on the icon "add selected to recipient list."
- xi. Once all the details have been inputted click on the "Create a Conference button to initiate the creation of your conference see figure 6.

Figure 2

Figure 3

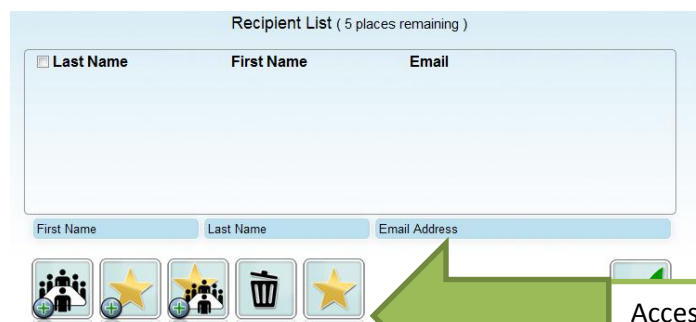


Figure 4

Add a user from the address bar to your favourites list

Access your favourites list

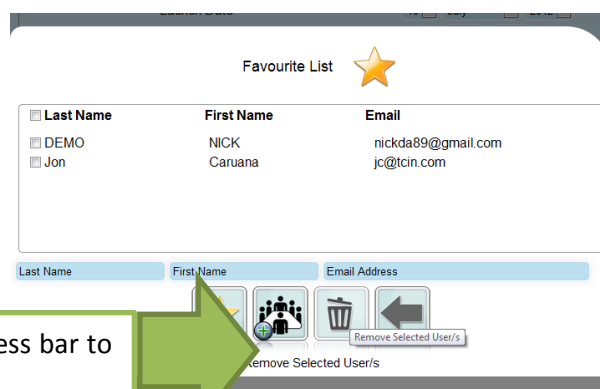


Figure 5

Add a user from the address bar to your favourites list

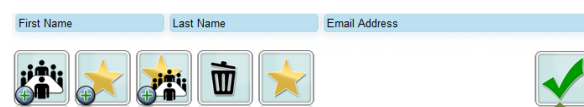


Figure 6

Click here to create conference

Joining a conference as a user

- a. One can only join a conference after logging into EBLive as a standard user, once logged into the system click on the join an existing conference link as per figure 7.

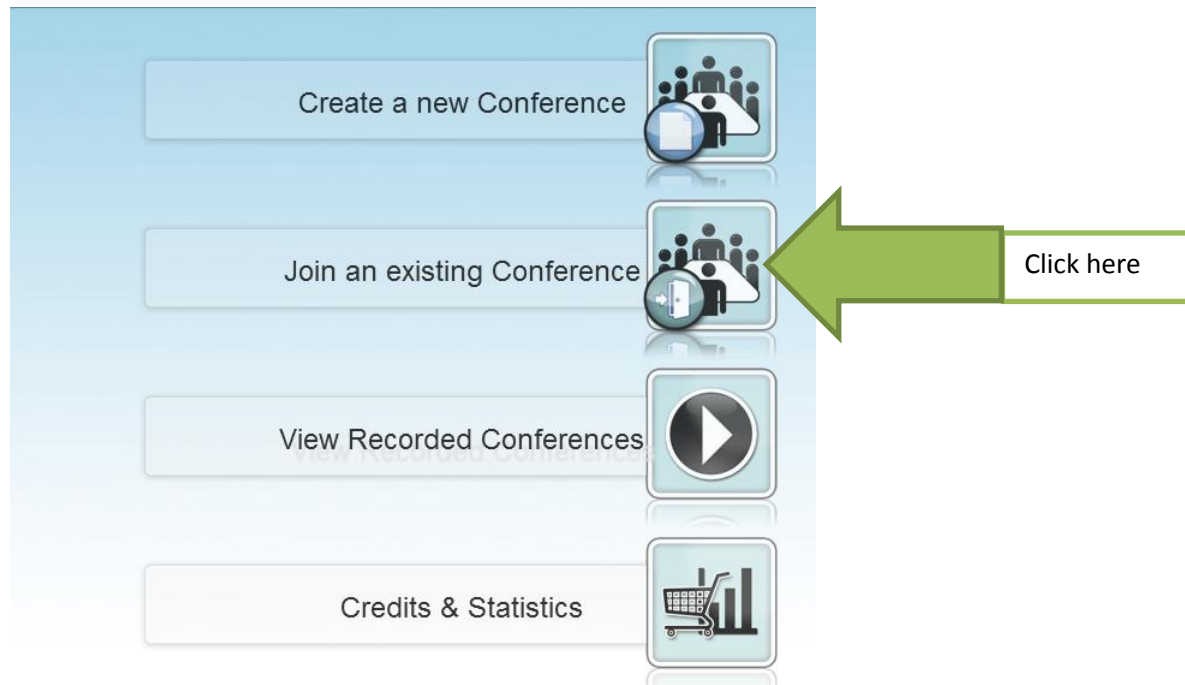


Figure 7

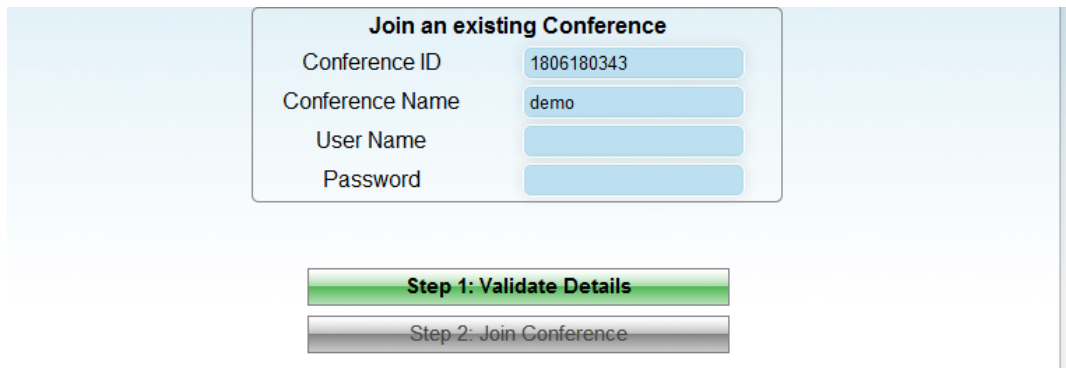
- b. Once you're into the existing conferences page, you will see a list of all the available conference you can join at the current time see figure 8, click on the conference you want to join.

The image shows a table titled 'Available Conferences' with the following data:

ID	Conference Name	Date Created	Created By	Recorded
1806180343	demo	19-07-2012 12:48:08		no

Figure 8

- c. Once you click on the conference you wanted to join, the bottom table will be filled out, as per figure 9, you then need to add a User Name (nickname) this can be any name you like and the password that you set (here you should use the moderator password if you created the meeting or the attendee password should you prefer just to join as an attendee



Join an existing Conference

Conference ID

Conference Name

User Name

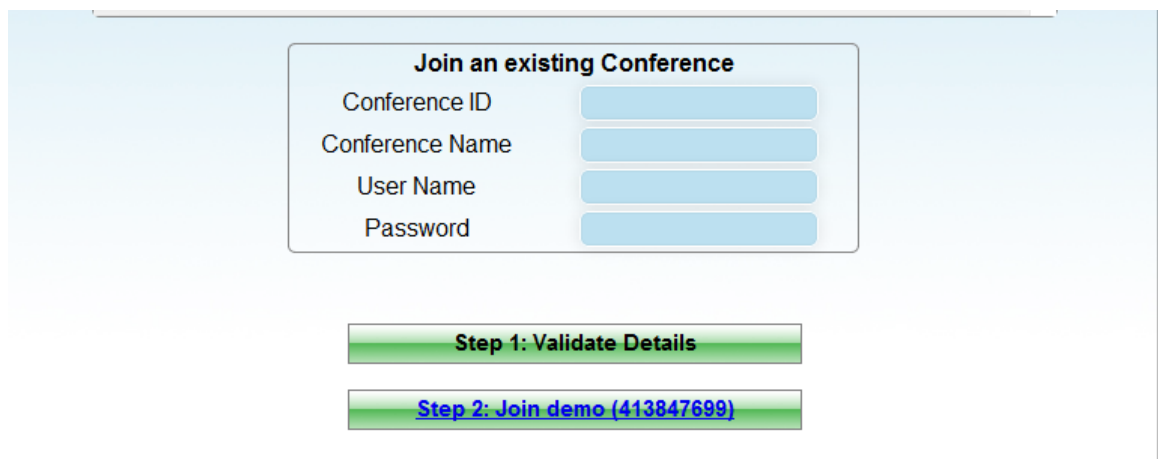
Password

Step 1: Validate Details

Step 2: Join Conference

Figure 9

- d. Once filled out click on the button Step1; Validate details
- e. Once details are validated step 2: join will become active, you can then click on step 2 to join the conference see figure 10



Join an existing Conference

Conference ID

Conference Name

User Name

Password

Step 1: Validate Details

Step 2: Join demo (413847699)

Figure 10

Joining a conference as attendee user

- a. The attendee will receive an email to the account the creator of the conference gave, figure 11 is a sample of the email.

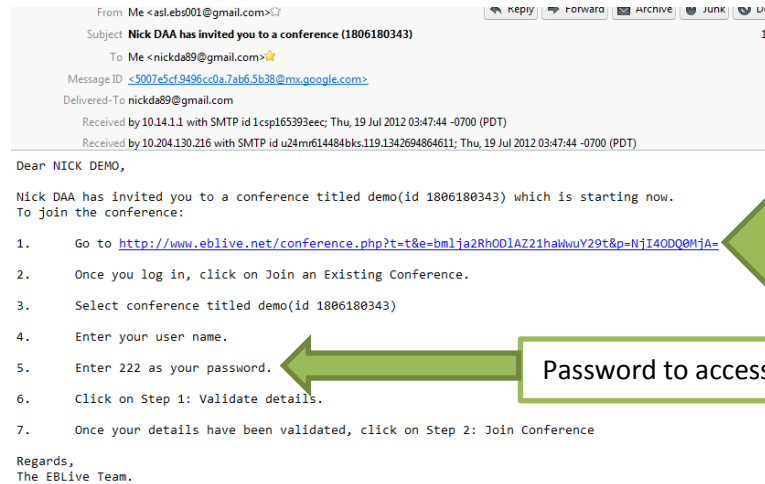


Figure 11

- b. In the email one has a link, click on the link to go right into the meeting
- c. Once click you will be taken right into EBLive here you need to access the conference as per figure 12



Figure 12

- d. Once you're into the existing conferences page, you will see a list of all the available conference you can join at the current time see figure 8 , click on the conference you want to join.

Available Conferences				
ID	Conference Name	Date Created	Created By	Recorded
1806180343	demo	19-07-2012 12:48:08		no

Figure 13

- e. Once you click on the conference you wanted to join, the bottom table will be filled out, as per figure 13, you then need to add a User Name (nickname) this can be any name you like and the password that you got in the email found in figure 11.

Join an existing Conference

Conference ID

Conference Name

User Name

Password

Step 1: Validate Details

Step 2: Join Conference

Figure 14

- f. Once filled out click on the button Step1; Validate details
- g. Once details are validated step 2: join will become active, you can then click on step 2 to join the conference see figure 15

Join an existing Conference

Conference ID

Conference Name

User Name

Password

Step 1: Validate Details

Step 2: Join demo (413847699)

Figure 15

Viewing recorded video conferences

- a. To view a recorded conference you must be the one who created the conference not an attendee and you must have also selected the record button when creating the conference as per figure 16.

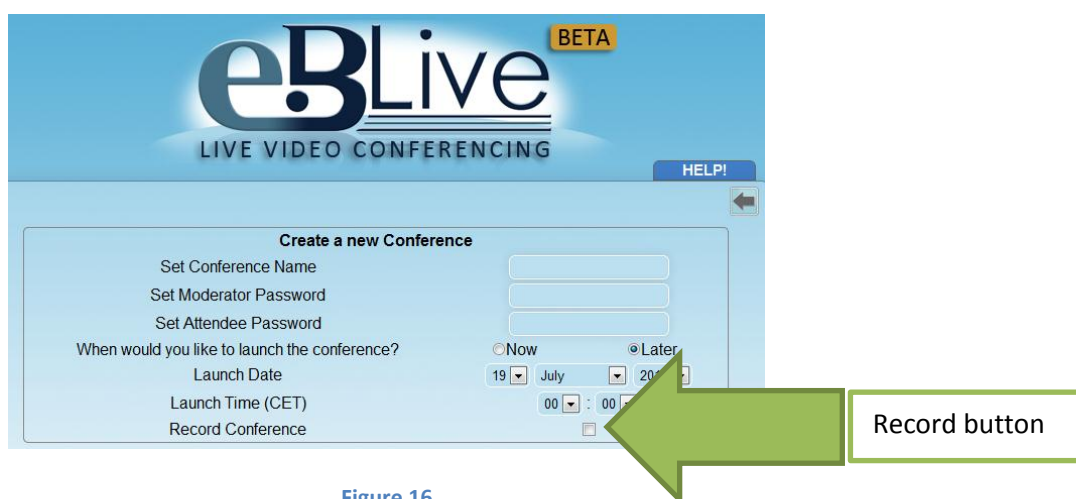


Figure 16

- b. If you have done so then go into click on the view recorded conferences button as per figure 17.

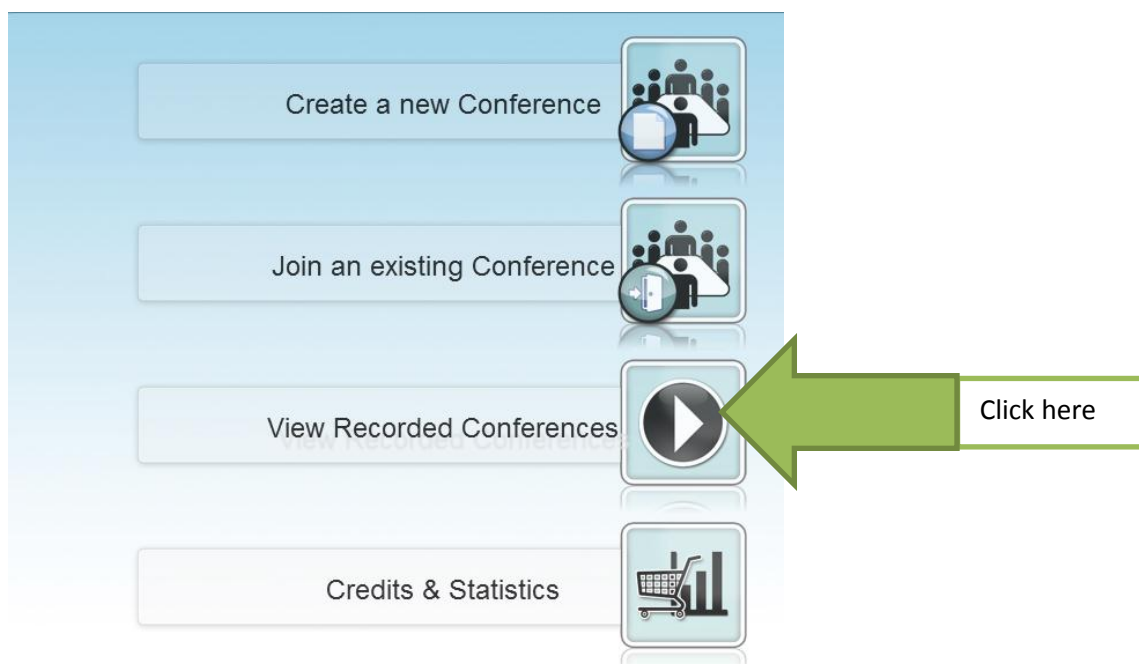


Figure 17

- c. Once you're into the view recorded conferences page, you will see a list of all your recorded conferences, click on the video button to view the conference, see figure 18.



Figure 18

- d. Once you clicked another page will open with your video, its important to remember this playback system is using some cutting edge HTML 5 technology, meaning that we are able to render and package your video very fast and with a very small overall size, make sure you use a new browser to view the video.
- e. As per figure 19 one can see the video and under the video playback options

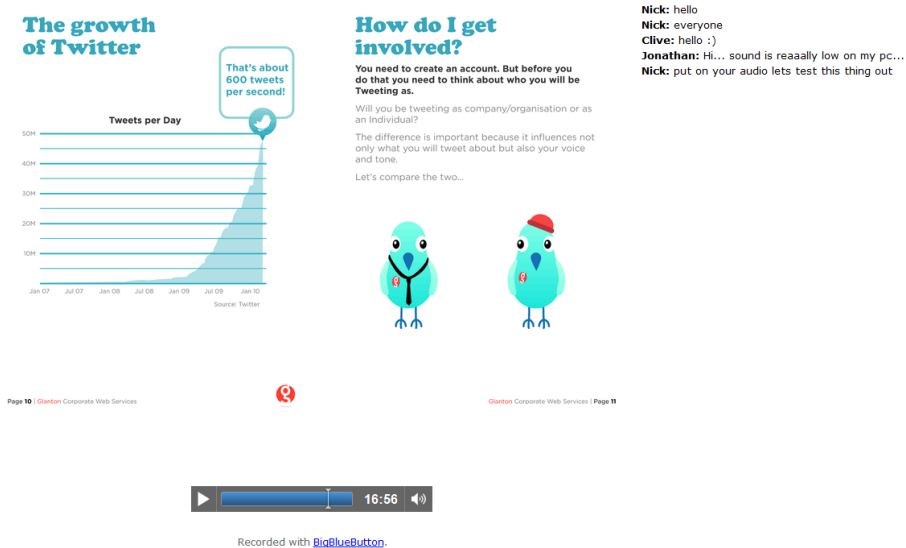


Figure 19

Purchasing Credits

IMP !!!! Currently we are offering all credits free of charge, since this is our beta version we want you to try it out and see for yourself the power of Video Conferencing.

- a. To access the buy credits page login into the system as a user's and click on the top right-hand corner Buy Credits purchase, see figure 20



Figure 20

- b. Once you're into the buy credits area select how many credits you want and click on the buy button as per figure 21.



Figure 21

- c. Once you clicked on the buy button, another page will load confirming your purchase, as per figure 22.

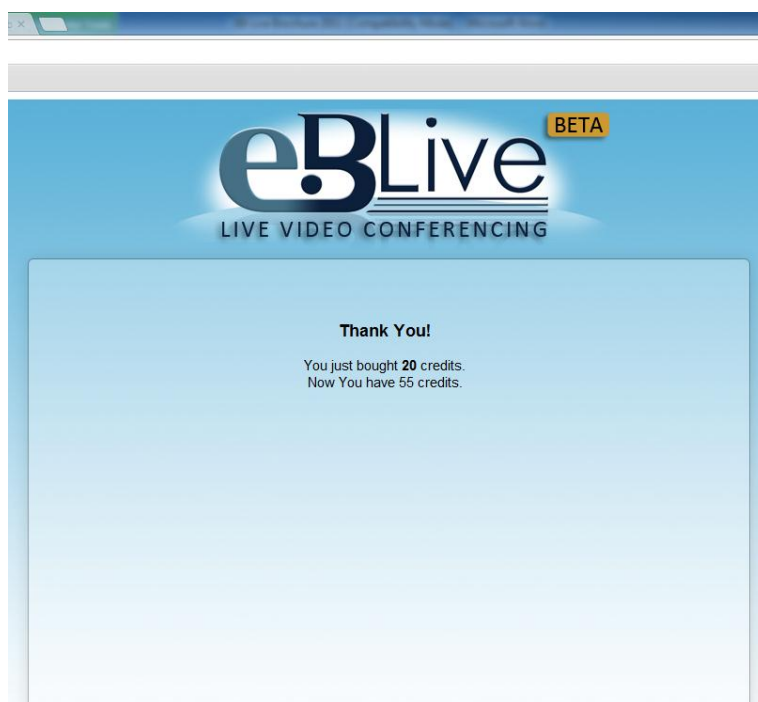


Figure 22

Frequently Asked Questions

a. How can I create a conference?

To Create a conference go to the How to question and see the Creating a conference how to.

b. Can I add more than 9 people to a conference?

No, currently we have setup our server to handle 10 users in all, meaning 9 invited users and yourself. Should you need specifically more users you can email us on tech@tcin.com and we can accommodate your needs.

c. Internet Explorer isn't showing all my data?

Internet explorer isn't compatible with all our setting and features. Should you have any problems like buttons not showing or video recording not playing back, we suggest you use another browser preferably Firefox, Chrome or Opera and their respective latest version.

We also value any suggestions so should you come across any issues in our system both in the creation of the meeting and the meeting itself please tell us about it.

d. What do I need to have installed on my computer?

You will need the following for the system to run:

- A modern browser
- Flash player (latest version)
- Java (latest version)
- Decent bandwidth

e. Can I have a desktop based version of the system instead of web based?

No, currently we have no desktop based version, but not to worry we are actually working on this so soon enough you will be able to have a desktop version.

f. How can I purchase larger bundles of credits?

Currently there is no other way to purchase larger amounts than what is found in the credits section of the site.

g. Can I have group created shared by many users?

No, currently each users has its own credit which need to be purchased individually.

h. How do I delete all my data?

Your data is stored on our servers, once an account is inactive and has no credit, it will automatically get deleted after 6 months.

Should you wish to delete your account before that send us an email and we can do so.

i. Is my personal data secure?

Yes, we have secure servers with encrypted data stores and additional security BUT this does not mean that someone won't try to hack your account, we are not responsible for your password.

Keep in mind you need to use a good password which is secure.

We also do not keep any of your banking data apart from your PayPal email address.

j. Can I download the recorded videos ?

No, currently we are testing out some cutting edge HTML5 technology for the video recording. This means that only our server can play back these recordings, the benefit to you is that recording and rendered in minutes not hours which is what traditional systems would take.

k. Why can't I see a conference I created?

Currently a meeting is only active for 10 minutes, meaning that if you create a meeting and you get the email notification saying that the email has started you have 10 minutes MAX to go in, any user can go in but if no one is in then the meeting gets terminated.

All you need to do is create another meeting.

You are not charged for meeting that are not used.

l. Why can I only invite 3 people?

Our system checks to see how much credit you have left. If you are under 5 credits then the system knows you have hit the minimum credit limit.

You are still able to use our free feature and invite 3 people but to add more people you need to purchase more credits.

Further Questions

Should you have further queries or suggestions, you can contact via email on tech@tcin.com.